

# 2003 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services / Executive Hearing Office

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
SUBPROGRAM OBJECTIVE	1	For FY 2003, maintain an average 41.3 day turnaround time for DUI-related administrative law hearings.

Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimate
IP	Total number of new cases (all types)	10,923	971	950	973	1,052	861	1,102	1,182	941	1,031	1,117	1,059	980	12,219	11,578
OP	Total number of cases closed (all types)	11,186	830	951	929	1,091	906	901	975	1,029	1,066	1,187	1,124	1,056	12,045	11,232
IP	Number of new DUI-related cases	8,230	720	712	763	758	678	792	894	698	768	823	771	714	9,091	8,773
OP	Number of DUI-related cases closed	8,565	623	710	712	858	730	682	756	788	815	901	827	769	9,171	8,600
OP	Percent of new cases that are DUI-related	75%	74%	75%	78%	72%	79%	72%	76%	74%	74%	74%	73%	73%	74%	76.0%
OP	Percent of closed cases that are DUI-related	77%	75%	75%	77%	79%	81%	76%	78%	77%	76%	76%	74%	73%	76%	77.0%
EF	For closed DUI cases: average days from Hearing Request to Scheduled Hearing (STAGE 1)	5.7	5.15	4.60	4.85	5.25	5.17	5.73	6.15	7.07	7.09	7.14	5.59	4.47	5.73	6.0
EF	For closed DUI cases: average days from Scheduled Hearing to Held Hearing (STAGE 2)	30.2	30.08	32.18	27.96	28.16	25.96	27.86	32.92	33.12	30.79	32.18	30.92	29.14	30.16	31.7
EF	For closed DUI cases: average days from Held Hearing to Decision & Order (STAGE 3)	2.3	1.44	1.90	1.02	0.66	0.76	0.29	0.27	0.51	0.52	0.50	0.73	0.34	0.72	2.5
EF	For closed DUI cases: average days from Decision & Order to Decision Mailed (STAGE 4)	1.1	0.92	0.85	0.73	0.95	1.00	0.97	0.97	1.04	0.75	0.92	0.87	0.94	0.91	1.2
EF	Total average days to process DUI-related hearings	39.3	37.6	39.5	34.6	35.0	32.9	34.9	40.3	41.7	39.2	40.7	38.1	34.9	37.5	41.3
OP	Number of reset hearings (all types)	1,274	159	153	174	179	127	106	150	140	157	139	142	165	1,791	1,250
OP	Number of reset DUI-related hearings	1,158	144	138	164	164	118	95	122	124	140	124	122	146	1,601	1,100
QL	Number of Hearing Office decisions upheld on appeal / Number of Hearing Office decisions appealed that were decided	91 / 102	3/4	3/6	2/4	3/4	7/8	4/6	3/3	13/14	8/10	11/13	5/6	0/0	62/78	90 / 100

## **VARIANCE STATEMENT**

SEPTEMBER: There was an improvement in all four stages of our processing of matters, which taken together resulted in a 12% improvement this month. The three main contributions were filling one of three vacancies in the CMS staff, filling an ALJ vacancy, and a push to close out a backlog of pending decisions in Bullhead City.

NOVEMBER: During November, improvement was most notable in Stage 2, which decreased by approximately 2 days. This seems most attributable to fewer hearing requests being received and being fully staffed.

DECEMBER: During December, the most significant variance is reflected in Stage 2, which increased approximately 2 days. This increase is attributed to reduced travel to outside hearing locations, due to budgetary constraints.

JANUARY: January experienced a 5.4 day increase over the preceding month. Reduced travel continues to adversely affect stage 2 averages, which have been increasing since November. A special category case was closed at 218 days (Request to Conclusion). Two off-site DUI cases were closed in excess of 150 days due to continuances.

FEBRUARY: February's 41.7 average days represents an increase of 1.4 days over January and is the first time that the targeted 41.3 day average turnaround was exceeded. The average was adversely affected by a dealer franchise case that closed 377 days after opening. All stages increased over January. Stage 1 and 2 increases represent the cumulative effect of delays occasioned by a reduced number of off-site hearing days, which was the result of an effort to reduce travel expenses. Moderate increases in the number of off-site hearing days in future months should have positive effects in the April-May reporting period.

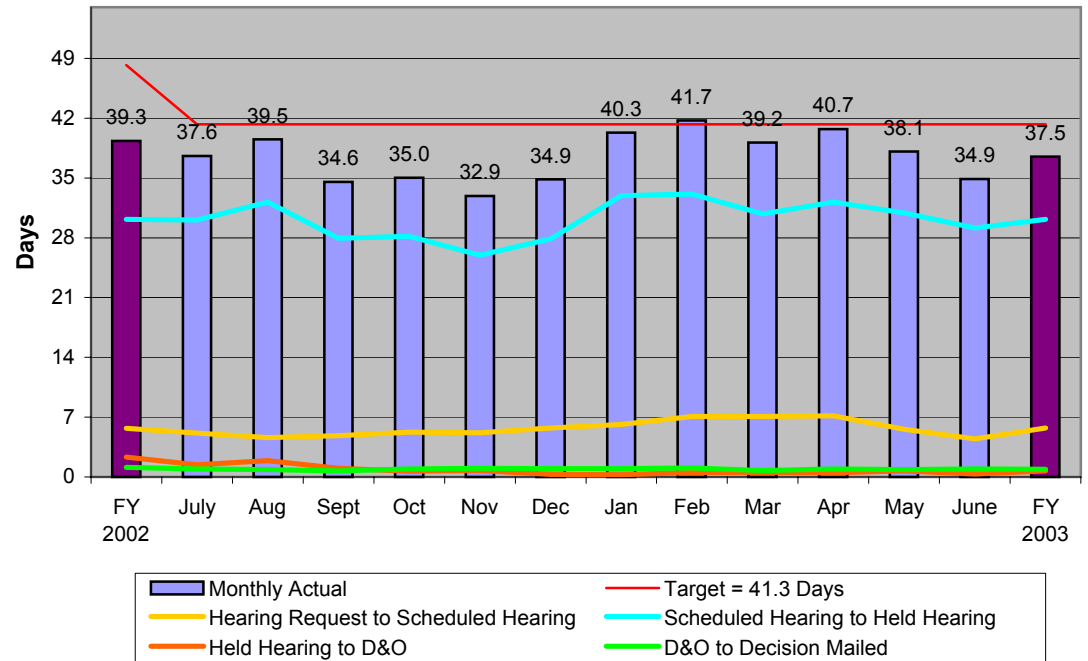
MARCH: Average turnaround time improved, due primarily to a 2.3 day decrease in Stage 2 processing. This was attributable to the elimination of a 200 case backlog that accumulated during January and February. Stage 4 processing improvements may be attributable to changes in staff assignments.

APRIL: Case processing times for Stages 1, 2, and 4 increased in April, although performance was still below the target of 41.3 days. Case processing averages in Stages 1 and 2 are subject to upward pressures created by an increasing non-DUI caseload. For example, the office has scheduled more tax hearings during January - April 2003 than were scheduled during January - December 2002. Each tax hearing (or other special category hearing) displaces the hearing of not less than seven DUI-related cases.

MAY and JUNE: The general improvement in performance during the last two months was the anticipated result of staffing changes and shared case scheduling implemented in March. Stage 3 changes are within a normal range of variation.

## **NOTES**

**Average Days to Close DUI-related Administrative Law Cases**



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Motor Vehicle Enforcement Services

AGENCY GOAL	2	To increase the quality, timeliness and cost effectiveness of our products and services.
MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
SUBPROGRAM OBJECTIVE	2	<b>For FY 2003, maintain a 165-day average for closing Dealer Investigation cases assigned to the Office of Special Investigations.</b>

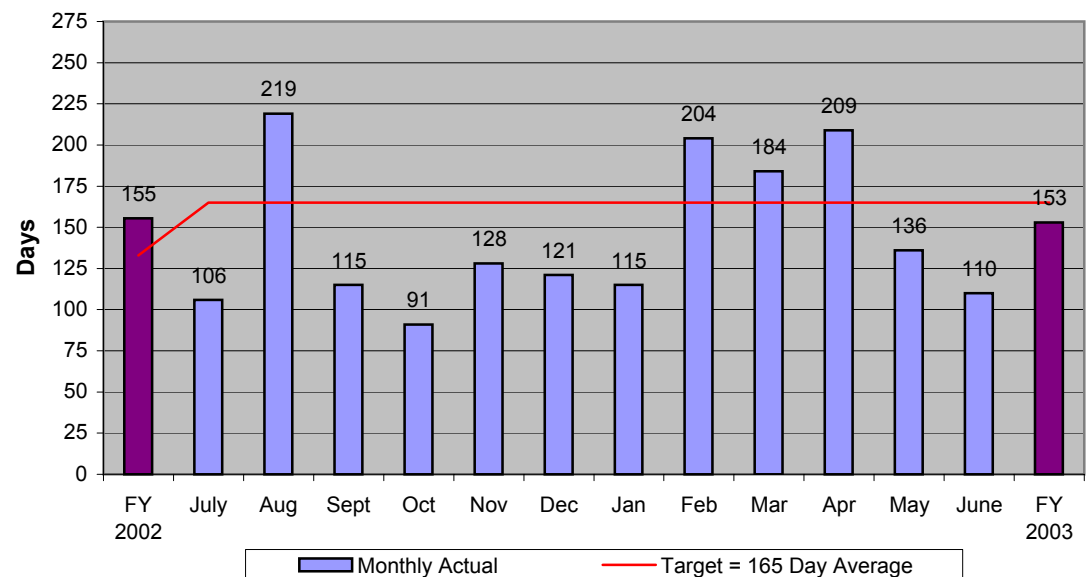
Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
IP	Number of new Dealer Investigation cases	2,246	148	171	134	148	173	204	163	92	156	141	134	132	1,796	2,390
IP	Number of pending Dealer Investigation cases	1,483	1,103	1,138	1,109	1,033	1,060	1,105	1,215	1,269	1,109	1,155	1,123	1,153	1,103	1,103
IP	Total number of Dealer Investigation cases in progress	3,729	1,251	1,309	1,243	1,181	1,233	1,309	1,378	1,361	1,265	1,296	1,257	1,285	2,899	3,493
OP	Number of Dealer Investigation cases closed	2,626	113	200	210	121	128	94	109	252	110	173	104	147	1,761	2,634
OP	Percent of Dealer Investigation cases closed	70%	9.0%	15.3%	16.9%	10.2%	10.4%	7.2%	7.9%	18.5%	8.7%	13.3%	8.3%	11.4%	60.7%	75%
EF	Average number of Dealer Investigation cases closed per special investigator	282	11	20	21	12	13	9	11	25	12	19	11	16	180	263
EF	Average number of days to close a Dealer Investigation case	155	106	219	115	91	128	121	115	204	184	209	136	110	153	165

## VARIANCE STATEMENT

A variance statement will not be offered for this objective due to complexities associated with manually analyzing cases to discover trends. This objective is reported for tracking purposes only.

## NOTES

Average Days to Complete Dealer Investigation Cases



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Motor Vehicle Enforcement Services

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MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
SUBPROGRAM OBJECTIVE	3	<b>For FY 2003, limit the number of dealers repeatedly violating motor vehicle laws to 121.</b>

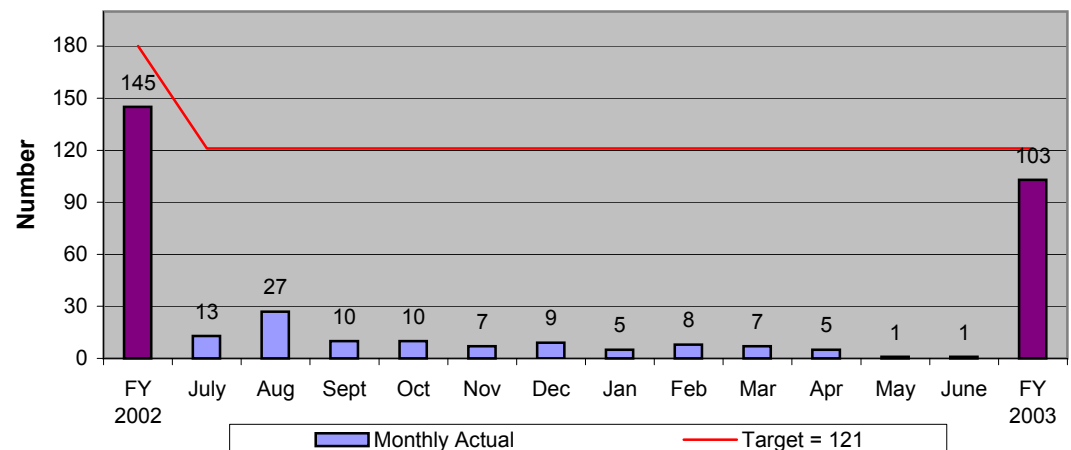
Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
IP	Total number of licensed dealers	4,117	4,301	4,337	4,447	4,494	N/A	3,292	N/A	3,246	3,440	3,521	N/A	N/A	3,885	4,300
IP	Number of licensed dealers violating motor vehicle laws	1,317	47	88	162	67	78	64	74	170	71	34	68	96	972	1,459
IP	Number of unlicensed dealers discovered (motor vehicle law violators)	350	24	27	24	27	10	8	7	18	14	32	10	21	222	315
OC	Number of dealers (licensed and unlicensed) with repeat violations in one-year timeframe	145	13	27	10	10	7	9	5	8	7	5	1	1	103	121
IP	Total number of Dealer Investigation cases in progress (complaints)	3,729	1,251	1,309	1,243	1,181	1,233	1,309	1,378	1,361	1,265	1,296	1,257	1,285	2,336	3,493
OP	Number of enforcement actions taken	1,900	71	115	142	94	90	72	81	188	85	83	78	117	1,216	1,587
OP	Number of Hearing Office referrals for sanctioning of licenses or other actions for serious or repeat violators	3	1	2	0	2	1	3	1	6	3	0	2	0	21	6
OC	Number of disciplinary actions/ sanctions taken by Hearing Office	5	1	0	1	1	2	0	3	2	3	2	5	2	22	6

## VARIANCE STATEMENT

A variance statement will not be offered for this objective due to complexities associated with manually analyzing cases to discover trends. This objective is reported for tracking purposes only.

## NOTES

Dealers With Repeat Violations During One-Year Period



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Motor Vehicle Enforcement Services

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MVD/PROGRAM GOAL	1	To promote public safety and protection through regulation, licensing, and the administration of transportation laws.
SUBPROGRAM OBJECTIVE	4	<b>For FY 2003, maintain a 38-day average for closing Internal Affairs cases assigned to the Office of Special Investigations.</b>

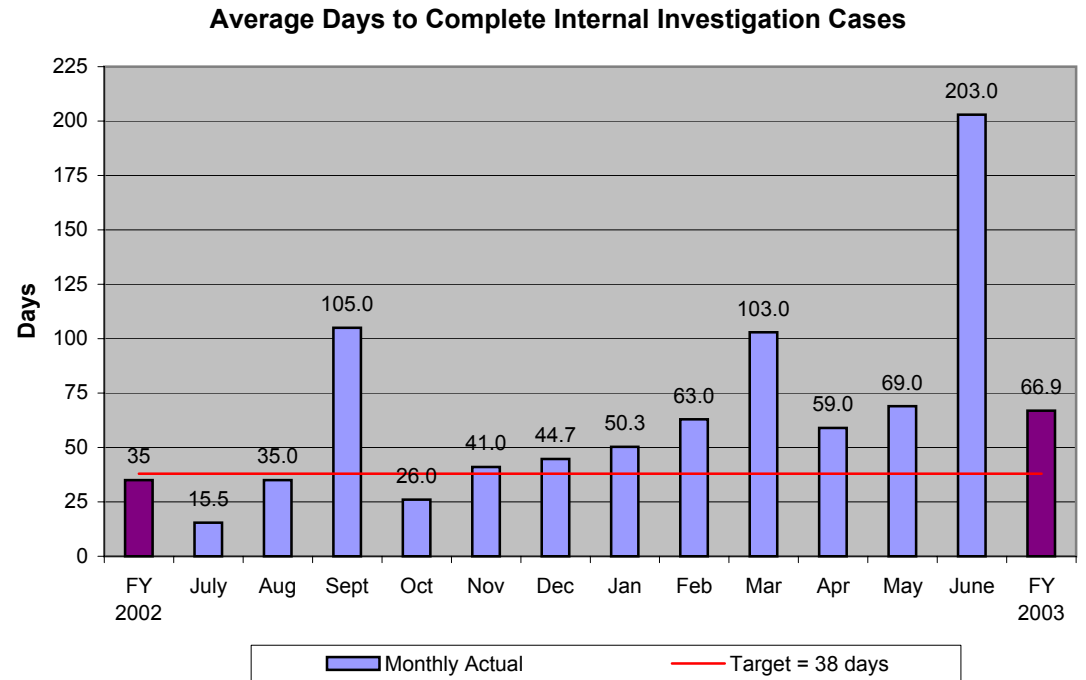
Type	PERFORMANCE MEASURES	FY 2002	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	FY 2003	FY 2003 Estimated
IP	Number of special investigators	4	3	3	4	4	4	3	3	3	3	4	4	4	3.5	4
IP	Number of new Internal Affairs cases	92	6	9	13	17	4	17	4	4	14	2	6	4	100	92
IP	Number of pending Internal Affairs cases	12	17	21	28	31	40	37	47	41	38	45	42	36	17	21
IP	Total number of Internal Affairs cases in progress	104	23	30	41	48	44	54	51	45	52	47	48	40	117	113
OC	Number of Internal Affairs cases closed	89	2	2	10	8	7	7	10	7	7	5	12	3	80	85
OC	Percent of Internal Affairs cases closed	86%	8.7%	6.7%	24.4%	16.7%	15.9%	13.0%	19.6%	15.6%	18.4%	10.6%	25.0%	7.5%	68.4%	75%
EF	Average number of Internal Affairs cases closed per special investigator	24	0.7	0.7	2.5	2.0	1.8	2.3	3.3	2.3	2.3	1.3	3.0	0.8	22.9	21
EF	Average number of days to close an Internal Affairs case	35	15.5	35.0	105.0	26.0	41.0	44.7	50.3	63.0	103.0	59.0	69.0	203.0	66.9	38
OP	Number of cases newly referred for prosecution	6	0	1	1	1	0	1	0	0	0	1	0	0	5	10
OP	Cases not decided/acted upon yet	7	7	7	6	8	9	9	10	9	9	8	6	6	6	10
OP	Total number of cases in prosecutorial status	13	7	8	7	9	9	10	10	9	9	9	6	6	11	20
OC	Number of referred cases rejected by prosecutor for prosecution	0	0	2	0	0	0	0	1	0	0	2	0	1	6	0
OC	Number of referred cases resulting in plea bargain	2	0	0	0	0	0	0	0	0	0	1	0	0	1	13
OC	Number of referred cases resulting in jury or judge conviction	1	0	0	0	0	0	0	0	0	1	0	0	0	1	2
OC	Number of referred cases resulting in dismissal or acquittal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

### **VARIANCE STATEMENT**

This objective is reported for tracking purposes only.

The upward trend in turnaround between December and March is due to one investigator being out of rotation since early December and retiring in early January. The position was filled in mid-March. It will take approximately six months before the new investigator achieves full proficiency. The extreme increase in completion times for June reflects the completion of several cases that had been pending for as much as one year and the involvement of other law enforcement agencies in criminal investigations which effectively puts the administrative case on hold.

### **NOTES**



# 2003 MONTHLY REPORT

PROGRAM

Motor Vehicle Division

SUBPROGRAM/AREA

Motor Vehicle Support Services /Executive Services Group

AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	3	To promote safety and security in the workplace
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For Calendar Year 2003, maintain the Injury Incidence Rate at 3.90 per 100 employees.</b>

Type	PERFORMANCE MEASURES	CY 2002	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2003	CY 2003 Estimate
QL	Injury Incidence Rate (per 100 employees)	3.90	2.95	2.35	2.39	5.24	5.26	6.53							4.19	3.90
QL	Lost Work Day Rate (per 100 employees)	20.78	0.00	0.00	2.39	29.92	23.68	51.44							18.09	20.78
OC	Number of reportable injuries	63	4	3	3	7	10	8							35	63
OC	Number of lost time injuries	19	0	0	1	4	3	5							13	19
OC	Lost work days due to injury	336	0	0	3	89	43	16							151	336
IP	Hours of Exposure	3,233,871	271,192	255,137	250,596	267,365	380,064	244,961							1,669,315	3,233,871

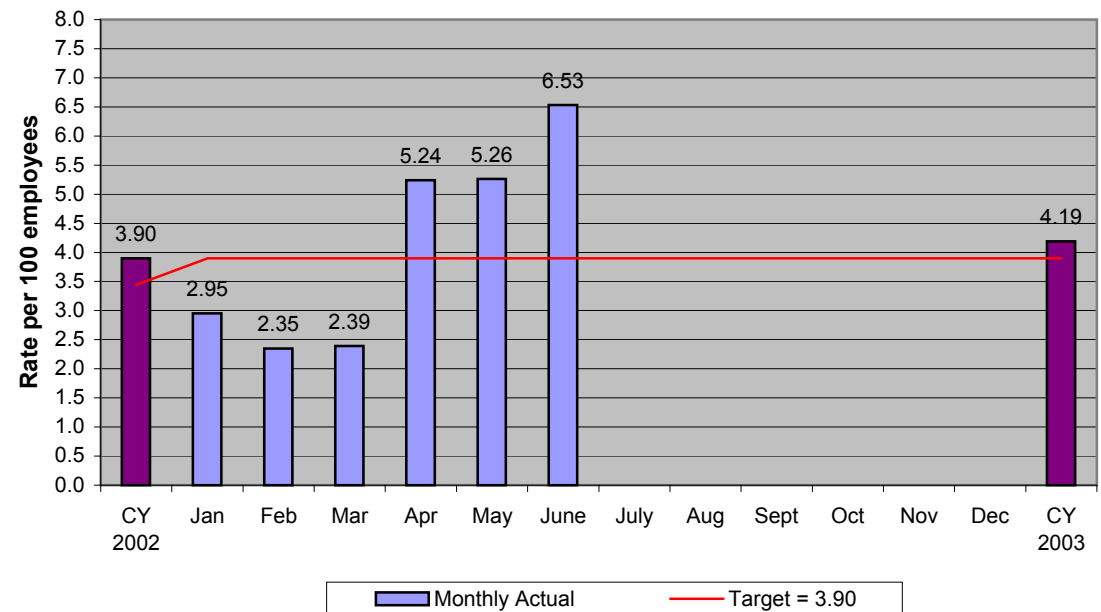
## VARIANCE STATEMENT

INJURY TYPES	CY 2000	CY 2001	CY 2002	CY 2003
Chest, Ribs & Shoulder	NA	NA	6.3%	8.6%
Stomach & Groin	NA	NA	4.8%	0.0%
Back	12.7%	15.5%	19.0%	22.9%
Hand & Fingers	22.8%	15.5%	23.8%	17.1%
Knee, Leg & Thigh	10.1%	24.1%	17.5%	20.0%
Ankle & Foot	7.6%	5.2%	12.7%	8.6%
Arm & Elbow	10.1%	5.2%	3.2%	8.6%
Head, Eyes	1.3%	1.7%	6.3%	2.9%
Neck	6.3%	1.7%	6.3%	5.7%
Stress, Nervous	NA	NA	0.0%	5.7%

## NOTES

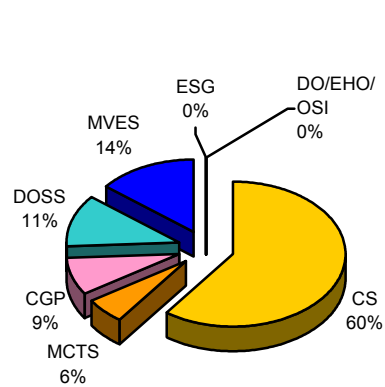
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Injury Incidence Rate

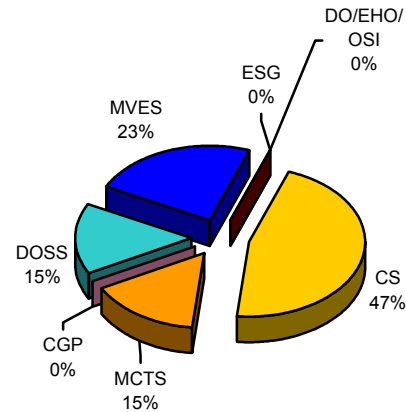


## Reportable Injury Statistics by Program Area

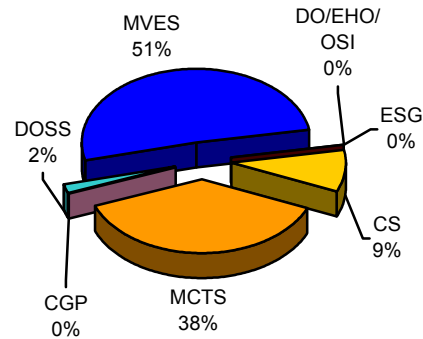
Reportable Injuries YTD



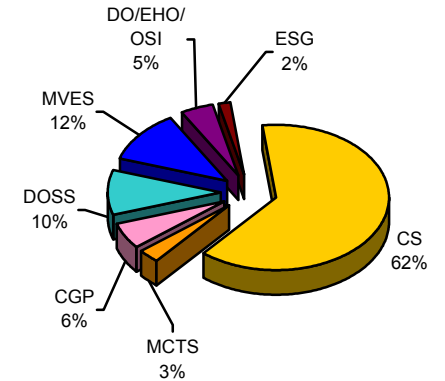
Lost Time Injuries YTD



Lost Days YTD



Hours of Exposure YTD



Type	PERFORMANCE MEASURES	CY 2002	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2003
QL	DO/EHO/OSI Injury Incident Rate (per 100 employees)	2.42	0.00	0.00	0.00	0.00	0.00	0.00							0.00
OC	Number of reportable injuries	2	0	0	0	0	0	0							0
OC	Number of lost time injuries	2	0	0	0	0	0	0							0
OC	Lost work days due to injury	9	0	0	0	0	0	0							0
IP	Hours of Exposure	165,518	9,726	12,239	11,931	12,457	19,131	11,623							77,107

QL	ESG Injury Incident Rate (per 100 employees)	2.98	0.00	0.00	0.00	0.00	0.00	0.00							0.00
OC	Number of reportable injuries	1	0	0	0	0	0	0							0
OC	Number of lost time injuries	0	0	0	0	0	0	0							0
OC	Lost work days due to injury	0	0	0	0	0	0	0							0
IP	Hours of Exposure	67,214	3,904	4,809	4,737	4,758	6,807	4,309							29,324



Type	PERFORMANCE MEASURES	CY 2002	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2003
QL	CS Injury Incidence Rate (per 100 employees)	3.13	3.22	1.27	3.90	4.79	3.41	7.77							3.99
OC	Number of reportable injuries	30	3	1	3	4	4	6							21
OC	Number of lost time injuries	8	0	0	1	2	0	3							6
OC	Lost work days due to injury	213	0	0	3	3	0	8							14
IP	Hours of Exposure	1,918,097	186,090	157,342	153,897	167,014	234,086	154,430							1,052,859

QL	MCTS Injury Incidence Rate (per 100 employees)	0.00	0.00	0.00	0.00	20.79	17.22	0.00							7.85
OC	Number of reportable injuries	0	0	0	0	1	1	0							2
OC	Number of lost time injuries	0	0	0	0	1	1	0							2
OC	Lost work days due to injury	0	0	0	0	17	40	0							57
IP	Hours of Exposure	101,613	6,940	7,703	7,753	9,618	11,612	7,344							50,970

QL	CGP Injury Incidence Rate (per 100 employees)	4.16	0.00	13.26	0.00	0.00	13.06	8.74							6.29
OC	Number of reportable injuries	4	0	1	0	1	1	0							3
OC	Number of lost time injuries	0	0	0	0	0	0	0							0
OC	Lost work days due to injury	0	0	0	0	0	0	0							0
IP	Hours of Exposure	192,505	13,444	15,080	14,937	15,312	22,887	13,698							95,358

QL	DOSS Injury Incidence Rate (per 100 employees)	3.55	0.00	7.52	0.00	0.00	10.07	8.28							4.77
OC	Number of reportable injuries	7	0	1	0	0	2	1							4
OC	Number of lost time injuries	1	0	0	0	0	1	1							2
OC	Lost work days due to injury	49	0	0	0	0	1	2							3
IP	Hours of Exposure	394,741	23,556	26,584	26,665	26,967	39,730	24,141							167,643

QL	MVES Injury Incidence Rate (per 100 employees)	9.64	7.26	0.00	0.00	6.40	8.73	6.80							5.10
OC	Number of reportable injuries	19	1	0	0	1	2	1							5
OC	Number of lost time injuries	8	0	0	0	1	1	1							3
OC	Lost work days due to injury	51	0	0	0	69	2	6							77
IP	Hours of Exposure	394,183	27,532	31,380	30,676	31,239	45,811	29,416							196,054

CGP Competitive Gov't Partnerships  
CS Customer Service  
DO Director's Office

DOSS Division Operational Support Services  
EHO Executive Hearing Office  
ESG Executive Services Group

MCTS Motor Carrier Tax Services  
MVES Motor Vehicle Enforcement Services  
OSI Office of Special Investigations

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AGENCY GOAL	4	To optimize the use of all resources.
MVD/PROGRAM GOAL	3	To promote safety and security in the workplace
AGENCY and MVD/PROGRAM OBJECTIVE	1	<b>For Calendar Year 2002, reduce the Injury Incidence Rate to 3.44 per 100 employees.</b>

Type	PERFORMANCE MEASURES	CY 2001	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	CY 2002	CY 2002 Estimate
QL	Injury Incidence Rate (per 100 employees)	3.62	0.91	4.91	0.80	10.52	3.67	5.00	4.22	4.03	2.52	7.19	0.76	3.10	3.90	3.44
QL	Lost Work Day Rate (per 100 employees)	8.0	0.00	0.00	0.00	13.75	16.27	27.48	52.28	63.68	19.18	36.76	12.96	10.06	20.78	8.0
OC	Number of reportable injuries	58	1	6	1	13	7	6	5	5	4	10	1	4	63	54
OC	Number of lost time injuries	12	0	0	0	4	2	3	3	3	2	1	0	1	19	NA
OC	Lost work days due to injury	128	0	0	0	17	29	33	62	79	40	32	17	27	336	121
IP	Hours of Exposure	N/A	219,376	244,574	249,014	247,198	381,013	240,218	237,172	248,116	396,144	250,245	262,351	258,450	3,233,871	N/A

## VARIANCE STATEMENT

INJURY TYPES	CY 2000	CY 2001	CY 2002
Chest, Ribs & Shoulder	NA	NA	6.3%
Stomach & Groin	NA	NA	4.8%
Back	12.7%	15.5%	19.0%
Hand & Fingers	22.8%	15.5%	23.8%
Knee, Leg & Thigh	10.1%	24.1%	17.5%
Ankle & Foot	7.6%	5.2%	12.7%
Arm & Elbow	10.1%	5.2%	3.2%
Head, Eyes	1.3%	1.7%	6.3%
Neck	6.3%	1.7%	6.3%

## NOTES

Previously reported incidence rates may be changed due to late reported accidents or reported accidents that are later proved to be outside of the work environment and deducted from the count.

